

Report Date: 05 Feb 2015

**Summary Report for Individual Task
805K-79R-3005
Conduct Follow Up Activities
Status: Approved**

Distribution Restriction: Approved for public release; distribution is unlimited.

Destruction Notice: None

Foreign Disclosure: FD5 - This product/publication has been reviewed by the product developers in coordination with the RRS Fort Knox, Ky foreign disclosure authority. This product is releasable to students from all requesting foreign countries without restrictions.

Condition: Your electronic planner indicates you must conduct follow up activities with leads, prospects, applicants, Future Soldiers, COIs and VIPs. You have access to: Recruiter Work Station (RWS), Recruiter Zone (RZ), Cellular Device, USAREC Manual 3-01 The Recruiter Handbook, Recruiter Zone User Guide, and USAREC Regulation 601-95 Delayed Entry and Delayed Training Program. All required references can be accessed at the following link: <https://sites.google.com/a/goarmy.com/publications-library/home> Standard MOPP 4 conditions do not exist for this task. See the MOPP 4 statement for specific conditions.

Standard: Conduct Follow-Up Activities to sustain relationships and facilitate further processing with prospects. The frequency of follow-ups will comply with the type of follow-up and its importance to the mission in accordance with UM-3-01, Chapter 15.

Special Condition: None

Safety Risk: Low

MOPP 4: N/A

Task Statements

Cue: None

DANGER

None

WARNING

None

CAUTION

None

Remarks: None

Notes: None

Performance Steps

1. Plan the frequency of Follow ups for leads.

- a. Contact leads IAW Center Leader guidance(e.g. Mission Support Battalion (MSB), Hometown Recruiter Assistance Program (HRAP), local lead generation).
- b. Contact lead IAW current USAREC guidance. (e.g. ADHQ, Schools list, hot leads).

2. Plan Follow ups for a lead.

- a. Document the name and place of all face to face Follow ups in the appropriate time block of the Recruiter Zone calendar.
- b. Document telephone Follow up by placing name, telephone number and time to call in the Recruiter Zone calendar.

3. Perform Follow up for a lead.

- a. Introduce yourself.
- b. State the reason for the contact.
- c. Use blueprint information to establish/re-establish trust and credibility.
- d. Discuss the leads current and future goals.
- e. Determine how lead plans to achieve their goals.
- f. Offer your assistance to show alternatives on achieving their goals.
- g. Attempt to make appointment.
- h. Prequalify/handle any objections.
- i. If unable to make appointment, attempt to schedule a Follow up call.
- j. Ask for referrals.

4. Plan Follow up frequency for prospects.

- a. Confirmation of any appointments scheduled outside of 72 hours.
- b. Contacting individuals immediately after no show appointments.
- c. Scheduling dates to determine the progress of alternate COA.

5. Plan Follow up for prospects.

- a. Document the name and place of all face to face Follow ups on the appropriate time block of the Recruiter Zone calendar.

b. Document telephone Follow up by placing name, telephone number and time to call in the Recruiter Zone calendar.

6. Perform Follow up procedures for a prospect.

- a. Make contact and re-establish rapport.
- b. State the reason for the contact.
- c. Revisit plans, goals, and how the Army can be beneficial.
- d. Address objections/concerns from prospect or influencers.
- e. Close (ask for commitment to enlist).
- f. Attempt to handle objections.
- g. Engender a commitment (ask for commitment to enlist).
- h. Discuss processing options.
- i. Schedule Follow up date and time.
- j. Ask for a referral.

7. Plan Follow up frequency for applicants.

- a. Conduct Follow up within 72 hours of the initial interview to schedule processing.
- b. Contacting individuals immediately after no show appointments.
- c. Scheduling dates to determine the progress of alternate course of action.

8. Plan Follow up for applicants.

a. Document the name and place of all face to face Follow ups on the appropriate time block of the Recruiter Zone calendar.

b. Document telephone Follow up by updating applicant contact history and adding a future Follow up in Recruiter Zone Calendar. (Note: Reference Recruiter Zone User Guide for updating contact history).

9. Perform Follow up procedures for an applicant.

- a. Make contact and re-establish rapport.
- b. State the reason for the contact.
- c. Revisit plans, goals, and how the Army can be beneficial.
- d. Address objections/concerns from applicant or influencers.
- e. Close (ask for commitment to enlist).

- f. Attempt to handle objections.
- g. Engender a commitment (ask for commitment to enlist).
- h. Discuss processing options.
- i. Schedule Follow up date and time.
- j. Ask for a referral.

10. Advise Future Soldier of Follow up contact responsibilities after enlistment.

- a. For any Future Soldier that enlisted on a tape test, or gains or loses 5 pounds, will be weighed and taped face to face weekly.
- b. Telephonic sustainment contact at a minimum of every two weeks.
- c. Face to Face tutorial meeting at a minimum of once a month.
- d. Weekly Follow up in the last 45 days prior to shipping, alternating face to face and telephonic.
- e. Face to Face contact 3 days prior to shipping. (NOTE: IAW UR 601-95 and UM 3-01 all Follow ups will be innovative and have purpose).

11. Contact Alternate / Split shippers that have returned from Basic training.

- a. Follow up interval once per quarter.
- b. Weekly Follow ups during the last 45 days or if any issues come up during normal Follow ups.
- c. Face to Face contact 3 days prior to shipping to advance individual training.

12. Contact Courtesy shippers.

- a. For any Future Soldier that enlisted on a tape test, or gains or loses 5 pounds, will be weighed and taped face to face weekly.
- b. Initial briefing will be conducted 3-10 days after enlistment.
- c. Telephonic sustainment contact every two weeks.
- d. Face to Face tutorial meeting once each month.
- e. Weekly Follow up in the last 45 days prior to shipping, alternating face to face and telephonic.
- f. Face to Face contact 3 days prior to shipping.
- g. Contact Military Entrance Processing Station to verify receipt of packet.

13. Record results of Follow up activities in Recruiter Zone.

- a. Contact History.
- b. Weight.
- c. Next action.

(Asterisks indicates a leader performance step.)

Evaluation Guidance: Score "GO" if Soldier correctly performs all performance measures. Score "NO GO" if Soldier incorrectly performs one or more performance measure. Provide on-the-spot correction, should the Soldier experience minor difficulty. Consider directing self-study or OJT for Soldiers who experience major difficulties in task performance.

Evaluation Preparation: This task may be evaluated by using the evaluation guide and/or administering the performance test. Evaluation Guide. If the task is performed on the job, use the materials listed in the CONDITIONS statement above. This task can be evaluated by using the evaluation guide.

PERFORMANCE MEASURES	GO	NO-GO	N/A
1. Planned the frequency of Follow ups for leads.			
a. Contacted leads IAW Center Leader guidance.			
b. Contacted lead IAW current USAREC guidance.			
2. Planned Follow ups for a lead.			
a. Documented the name and place of all face to face Follow ups in the appropriate time block of the Recruiter Zone calendar.			
b. Documented telephone Follow up by placing name, telephone number and time to call in the Recruiter Zone calendar.			
3. Performed Follow up for a lead.			
a. Introduced self.			
b. Stated the reason for the contact.			
c. Used blueprint information to establish/reestablish trust and credibility.			
d. Discussed the leads current and future goals.			
e. Determined how lead plans to achieve their goals.			
f. Offered assistance to show alternatives on achieving their goals.			
g. Attempted to make appointment.			
h. Prequalified/handled any objections.			
i. If unable to make appointment, attempted to schedule a Follow up call.			
j. Asked for referrals.			
4. Planned Follow up frequency for prospects.			
a. Confirmed any appointments scheduled outside of 72 hours.			
b. Contacted individuals immediately after no show appointments.			
c. Scheduled dates to determine the progress of alternate COA.			
5. Planned Follow up for prospects.			
a. Documented the name and place of all face to face Follow ups on the appropriate time block of the Recruiter Zone calendar.			
b. Documented telephone Follow up by placing name, telephone number and time to call in the Recruiter Zone calendar.			
6. Performed Follow up procedures for a prospect.			
a. Made contact and reestablished rapport.			
b. Stated the reason for the contact.			
c. Revisited plans, goals, and how the Army is beneficial.			
d. Addressed objections/concerns from prospect or influencers.			
e. Closed (ask for commitment to enlist).			
f. Attempted to handle objections.			
g. Engendered a commitment (asked for commitment to enlist).			
h. Discussed processing options.			
i. Scheduled Follow up date and time.			
j. Asked for a referral.			
7. Planned Follow up frequency for applicants.			
a. Conducted Follow up within 72 hours of the initial interview to schedule processing.			
b. Contacted individuals immediately after no show appointments.			
c. Scheduled dates to determine the progress of alternate course of action.			
8. Planned Follow up for applicants.			
a. Documented the name and place of all face to face Follow ups on the appropriate time block of the Recruiter Zone calendar.			
b. Documented telephone Follow up by updating applicant contact history and adding a future Follow up in Recruiter Zone Calendar.			
9. Performed Follow up procedures for an applicant.			
a. Made contact and re-establish rapport.			
b. Stated the reason for the contact.			

c. Revisited plans, goals, and how the Army can be beneficial.			
d. Addressed objections/concerns from applicant or influencers.			
e. Closed (ask for commitment to enlist) Note: If you achieve a commitment skip to step h.			
f. Attempted to handle objections.			
g. Engendered a commitment (ask for commitment to enlist) Note: If you don't achieve a commitment skip to step i.			
h. Discussed processing options.			
i. Scheduled Follow up date and time.			
j. Asked for a referral.			
10. Advised Future Soldier of Follow up contact responsibilities after enlistment.			
a. For any Future Soldier that enlisted on a tape test, or gains or loses 5 pounds, will be weighed and taped face to face weekly.			
b. Telephonic sustainment contacted at a minimum of every two weeks.			
c. Face to Face tutorial meeting at a minimum of once a month.			
d. Weekly Follow up in the last 45 days prior to shipping, alternating face to face and telephonic.			
e. Face to Face contacted 3 days prior to shipping NOTE: IAW UR 601-95 and UM 3-01 all Follow ups will be innovative and have purpose.			
11. Contacted Alternate / Split shippers that have returned from Basic training.			
a. Followed up interval once per quarter.			
b. Weekly Follow ups during the last 45 days or if any issues come up during normal Follow ups.			
c. Face to Face contact 3 days prior to shipping to advance individual training.			
12. Contacted Courtesy shippers.			
a. For any Future Soldier that enlisted on a tape test, or gains or loses 5 pounds, will be weighed and taped face to face weekly.			
b. Initial briefing conducted 3-10 days after enlistment.			
c. Telephonic sustainment contact every two weeks.			
d. Face to Face tutorial meeting once each month.			
e. Weekly Follow up in the last 45 days prior to shipping, alternating face to face and telephonic.			
f. Face to Face contact 3 days prior to shipping.			
g. Contacted Military Entrance Processing Station to verify receipt of packet.			
13. Recorded results of Follow up activities in Recruiter Zone.			
a. Contact History.			
b. Weight.			
c. Next action.			

Supporting Reference(s):

Step Number	Reference ID	Reference Name	Required	Primary
	USAREC MANUAL 3-0	Recruiting Operations	Yes	No
	USAREC MANUAL 3-01	The Recruiter Handbook	Yes	Yes
	USAREC REG 601-95	Delayed Entry and Delayed Training Program	Yes	No

Environment: Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so, you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects. Refer to FM 3-34.5 Environmental Considerations and GTA 05-08-002 ENVIRONMENTAL-RELATED RISK

ASSESSMENT.

Safety: In a training environment, leaders must perform a risk assessment in accordance with ATP 5-19, Risk Management. Leaders will complete the current Deliberate Risk Assessment Worksheet in accordance with the TRADOC Safety Officer during the planning and completion of each task and sub-task by assessing mission, enemy, terrain and weather, troops and support available-time available and civil considerations, (METT-TC). Note: During MOPP training, leaders must ensure personnel are monitored for potential heat injury. Local policies and procedures must be followed during times of increased heat category in order to avoid heat related injury. Consider the MOPP work/rest cycles and water replacement guidelines IAW FM 3-11.4, Multiservice Tactics, Techniques, and Procedures for Nuclear, Biological, and Chemical (NBC) Protection, FM 3-11.5, Multiservice Tactics, Techniques, and Procedures for Chemical, Biological, Radiological, and Nuclear Decontamination.

Prerequisite Individual Tasks : None

Supporting Individual Tasks : None

Supported Individual Tasks : None

Supported Collective Tasks : None